

4.4.4 Proof of Eligibility for Discount Fares

When a patron requests a card configured for the Youth or Senior Citizen fare category, transit operator personnel shall require the patron to present a government-issued identification showing date of birth. Specific forms of identification that shall be accepted are the following:

- Driver's license or state identification card issued by any state;
- Federal government-issued "Green Card" (Alien Registration card, Permanent Resident card);
- Matricula Consular card issued by the Mexican government (also referred to as a Consular Identification Card);
- Military Identification card or Military Dependent card; and
- Passport from any nation.

A patron requesting a card configured for the Youth fare category may also present a birth certificate in-person as proof of age. Transit operators may establish additional age verification procedures for determining eligibility for the Youth fare category, subject to the approval of the TransLink® Consortium. [These may include card personalization or the limitation of specific products to personalized cards.](#)

Per the requirements of the RTC Discount Card Program, persons with disabilities and senior citizens seeking Senior/Disabled (RTC Discount) TransLink® Cards must demonstrate their eligibility for discounts based on age or disability by submitting a complete RTC Discount Card Application to a participating transit operator, which forwards the applications to the RTC Discount Card Program Central Processor.

Cardholders who obtain a TransLink® card configured for either the Youth fare category or the Senior Citizen fare category must be prepared to show proof of eligibility when using the card if requested by transit operator personnel.

4.4.5 Personalized Cards

Personalized cards are a type of card where the card has distinguishing physical features specific to the bearer of the card, such as a printed name and/or photograph of the cardholder. A personalized card may be registered or unregistered.

All cards configured for the Senior/Disabled (RTC Discount) fare category will be personalized.

A cardholder may be required to personalize his/her card:

- To participate in certain employer benefit or institutional programs;
- To utilize an operator employee pass; and
- To use a discounted fare product on certain transit operators.

4.4.5.1 Information Required for Card Personalization

The information that a patron must provide in order to receive a personalized card depends on why the patron is receiving a personalized card. A patron requesting a card configured for the Senior/Disabled (RTC Discount) fare category must provide all information required by the policies of the RTC Discount Card Program. For other personalized cards, a patron may be

4.7 BLOCKED CARDS AND PRODUCTS

4.7.1 Hotlist Downloads and Card Blocking

TSB shall place the serial numbers of lost or stolen cards (or TransLink® Applications) in a hotlist and download the list to all CIDs each night to block further use of hotlisted cards (or TransLink® Applications). TSB shall also implement the following on-card security feature for hotlisted cards: if a cardholder attempts to use a hotlisted card for fare payment, a soft lock feature shall be activated on the card blocking the TransLink® Application from further use. Once blocked, only authorized TSB personnel with the appropriate security keys shall be capable of unlocking the TransLink® Application. Blocked cards or TransLink® Applications shall be removed from the hotlist.

4.7.2 Responsibility for Transactions Before Blocking of Card

Any confirmed remaining value transferred to a replacement card will reflect transactions up to the time the card is blocked.

4.7.3 Chargeback Policy

When either TSB or a transit operator is notified by their gateway of a retrieval request (the precursor to an actual chargeback of funds), all value on the TransLink® card associated with the payment in question will be hotlisted. See Section 17.11 of this document for additional information about chargebacks.

4.7.4 Blocking Cards and/or Value Due to Failed Autoload Transaction

See section 5.6.3.7 of this document.

4.7.5 Blocking Value Due to Change in Eligibility for Specific Product

For cardholders who receive operator products on the basis of employment with a particular employer or other similar qualifications where an employer or another entity controls eligibility for a particular product (Eco Pass, etc.), the employer or other entity may request that TSB block the product if the cardholder no longer qualifies for the product.

For cardholders who receive operator products on the basis of fare category eligibility (e.g., an agency's youth pass) but who have been determined to be ineligible according to the specific requirements set by the transit agency, the transit agency may request that TSB block the product.

4.8 FRAUD DETECTION AND CONTROL

TSB will identify particular cards where it detects unusual card usage activity and/or inappropriate use of the TransLink® Application. In the event that this unusual activity or inappropriate use of the TransLink® Application is found to be fraudulent, TSB may add a card or cards to the hotlist. The TSB Customer Service Center will notify any affected operator(s), as appropriate, prior to taking action(s) concerning a card or cards. A transit operator may also monitor card usage to identify unusual card usage activity and may request an investigation by TSB to determine whether this unusual activity or inappropriate use of the TransLink® Application is fraudulent, in which case TSB may add a card to the hotlist.

9.3 WAIVING OF CARDHOLDER FEES

9.3.1 Waiving of the Card Acquisition Fee for Patrons Who Register for Autoload or Receive Value Through an Institutional Program

The card acquisition fee will be waived for patrons who acquire a card and simultaneously either submit a completed Autoload application or arrange to receive value on an ongoing basis through an Institutional Program.

9.3.1.1 Special Provisions for Patrons Acquiring Youth and Senior Citizen Cards

~~This section is under development.~~ In some cases, a transit agency may require a Youth patron to use a card issued by that specific transit agency in order to purchase the agency's discount products. In this event, the \$5 card fee will be waived when an old card is traded in for a new one.

9.3.2 Waiving of the Card Acquisition Fee During Promotional Periods and/or for Marketing Purposes

The card acquisition fee may be waived during promotional periods. The process for establishing promotions is described in Section 18.6.3.

9.3.3 Waiving of Fees at the Discretion of the TSB Customer Services Manager

The TSB Customer Services Manager may waive fees described above in Section 9.1 on a case-by-case basis at his/her discretion. The TransLink® Consortium shall monitor the waiving of fees by the TSB Customer Services Manager.